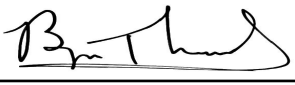


**RICHMOND POLICE DEPARTMENT GENERAL ORDER**

**NOTE:** This directive is for internal use only, and does not enlarge an employee's civil liability in any way. It should not be constructed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violation of this directive, if proven, can only form the basis of a complaint by this department, and then only in a non-judicial administrative setting.

|                                                                                                                                                                                                                               |                    |                                   |                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Chapter<br><b>2</b>                                                                                                                                                                                                           | Number<br><b>5</b> | Effective Date<br><b>07/26/10</b> | Review Date<br><b>2013</b>                                                                                            |
| Subject<br><b>MANAGEMENT OF THE WRITTEN DIRECTIVE SYSTEM</b>                                                                                                                                                                  |                    |                                   | <input type="checkbox"/> New Order<br><br><input checked="" type="checkbox"/> Replaces<br><b>G.O. 2-5, (07/02/09)</b> |
| References<br><br>CALEA 1.3.12, 12.2.1a, 12.2.1b, 12.2.1c 12.2.1d, 12.2.1e, 12.2.1f, 12.2.1g, 12.2.1h, 12.2.1i, 12.2.2a, 12.2.2b, 12.2.2c, 33.5.1<br>VLEPSC ADM.05.02, ADM .09.01, ADM.09.02, ADM.18.03, OPR.05.02, TRN.03.01 |                    |                                   |                                                                                                                       |
| <br><b>Chief of Police or Designee</b>                                                                                                       |                    | <b>07/26/10</b><br><b>Date</b>    |                                                                                                                       |

**I. PURPOSE**

The purpose of this directive is to establish the policy and procedure for the management of the Richmond Police Department's Written Directive System.

**II. POLICY**

It is the policy of the Richmond Police Department to provide its members with clear guidelines regarding the restraints and expectations that relate to the performance of their duties. General Orders are policies and procedures that serve as guiding principles which generally affect all Department members. Executive Orders transmit significant information of an immediate importance to personnel. Executive Orders may announce organizational changes, new delegations of authority, guiding principles, and rules or policies, pending their incorporation into a General Order. Operating Manuals contain information about the division/unit/team/other function and describe specific guidelines for members within the division/unit/team/other function.

**III. ACCOUNTABILITY STATEMENT**

All employees are expected to fully comply with the guidelines and timelines set forth in this general order. Failure to comply will result in appropriate corrective action. Responsibility rests with the Division Commander to ensure that any violations of policy are investigated and appropriate training, counseling and/or disciplinary action is initiated.

**IV. DEFINITIONS**

- A. **DIRECTIVE:** Any written document used to guide or affect the performance or conduct of agency employees. The term includes General Orders, Executive Orders, Memorandums, Operating Manuals and instructional material provided in training.

- B. **DIRECTIVE TRACKING SYSTEM (DTS):** The Department's web-based computerized accountability system for disseminating, receiving and reviewing General Orders and Executive Orders.
- C. **EXECUTIVE ORDER:** Executive Orders are only issued, signed, modified or approved by the Chief of Police or designee. They transmit significant information of an immediate importance to personnel. Executive Orders may announce organizational changes, new delegations of authority, guiding principles, and rules or policies, pending their incorporation into a General Order. Executive Orders remain in effect until cancelled or incorporated into a General Order. Only another Executive Order or General Order may amend an Executive Order. Executive Orders shall be numbered consecutively within each calendar year.
- D. **GENERAL ORDER:** General Orders communicate Department-wide organizational structure, delegations of authority, guiding principles, rules, policies and procedures. General Orders provide employees with a clear understanding of the expectations and constraints relating to the performance of their duties. Only the Chief of Police or designee has the authority to issue, sign, modify or approve General Orders. General Orders are reviewed every three (3) years or sooner when necessary.
  - 1. **FORMAT:** General Orders shall be formatted as follows:
    - a) Purpose;
    - b) Policy;
    - c) Accountability Statement;
    - d) Definition (if applicable);
    - e) Rule (if applicable);
    - f) Procedure; and,
    - g) Forms (if applicable).
  - 2. **PURPOSE:** A purpose statement is a brief, introductory statement explaining why the written directive was established.
  - 3. **POLICY:** A policy is a statement of the Department's philosophy on a given issue. Policy consists of principles and values which guide the performance of Department employees. Further, policy is based upon ethics, experience, law, and needs of the community. Each General Order will contain a Department policy statement. Only the Chief of Police or designee determines policy.
  - 4. **ACCOUNTABILITY STATEMENT:** An accountability statement is a statement imposing accountability and responsibility standards onto members of the Department and thereby giving the Order force and effect. Failure to comply will result in appropriate corrective action and/or disciplinary action.

5. DEFINITION: A definition is a statement of the meaning of a word or word group as a means of clarification. Definitions may appear within General Orders and Executive Orders.
6. RULE: A rule is a specific prohibition or requirement governing the behavior of employees. Rules permit little, if any, deviation. Violations of rules normally result in administrative discipline. Rules appear in General Orders and Executive Orders.
7. PROCEDURE: A procedure defines a method of performing an operation or a manner of proceeding on a course of action. It differs from policy in that it directs employees' actions in performing specific tasks within the guidelines of the policy. Failure to follow a procedure may result in administrative discipline. Procedures constitute the Department-approved guide to performing tasks. Employees may depart from procedures only when, in their professional judgment, the situation warrants. Employees must be prepared to justify and articulate their actions.
8. FORMS: A form is a document for the insertion of detailed information. Forms will be forwarded and distributed to the appropriate personnel upon completion. Forms may be from the Richmond Police Department or other related agencies.
10. NUMBERING: General Orders shall be numbered consecutively within each subject matter chapter.
  - a) When orders are deleted, there will be gaps within the consecutive numbering sequence. Deleted General Order numbers may be re-used.
  - b) TABLE OF CONTENTS:

|           |   |                                                           |
|-----------|---|-----------------------------------------------------------|
| Chapter 1 | - | Law Enforcement Roles, Responsibilities and Relationships |
| Chapter 2 | - | Organization, Management and Administration               |
| Chapter 3 | - | Fiscal Management, Agency Property and Equipment          |
| Chapter 4 | - | Personnel Structure and Human Resources                   |
| Chapter 5 | - | Personnel Process                                         |
| Chapter 6 | - | Law Enforcement Operations                                |
| Chapter 7 | - | Operations Support                                        |
| Chapter 8 | - | Traffic Operations                                        |
| Chapter 9 | - | Technical Services                                        |

- E. **OPERATING MANUAL:** An Operating Manual is a written manual developed and issued by a specific Division/Unit/Team/other function within the Department to describe the area and the specific guidelines that member(s) should follow in daily operations. Operating Manuals are intended as long-term guiding documents and are binding on members until formally rescinded or amended. Operating Manual amendments must be reviewed by the Virginia Accreditation and Policy Unit within the Planning Division and the CALEA Accreditation Unit in the Office of the Chief of Police and approved by the Major, Executive Director or civilian manager of the affected service or their designee.
- F. **MEMORANDUM:** A memorandum provides useful and specific information to employees not amounting to a formal order and may constitute a directive affecting specific behavior for a specific event or period of time, and is usually self-canceling. The Chief of Police or designee may issue memoranda by other personnel or agencies. Using the City of Richmond's official Intracity letterhead, memoranda shall have the following standard headings:
1. **ISSUE (or REASON):** A brief statement of the problem or other reason the memorandum has been written.
  2. **DISCUSSION (or PROCESS):** An exposition describing the background of the matter, research or analysis conducted to include the viewpoints of affected persons or organizations, costs, benefits and other factors that could be considered.
  3. **CONCLUSION:** A brief statement offering a preferred course of action.
- G. **SUBJECT MATTER EXPERT:** A RPD employee that has the authority to make policy recommendations. The Subject Matter Expert shall have knowledge of the subject area, be from a unit or division directly affected by the policy and work in tandem with the assigned policy writer to revise the policy.
- NOTE: The Richmond Police Department also utilizes outside experts in the review of written directives as needed based on the subject matter of the directive.
- H. **TERMS LIMITING OFFICER DISCRETION:** There are three categories of terms used in written directives of this agency. Personnel responsible for the development of such directives and officers who carry them out shall be aware of the limitations on officer discretion that these terms convey. These terms are classified as judgmental, discouraging and prohibitive in nature.
1. **JUDGMENTAL:** The word "may" is used to convey the utmost discretion to officers. "May" indicates that officers should employ their best judgment in addressing a situation by relying on experience, training, the stated mission and values of this agency and the general guidance provided in statements of agency policy.

2. **DISCOURAGING:** The word “should” or “should not” is used to convey the agency's desire for officer actions in given circumstances. Directives should be followed whenever reasonably possible. However, it is recognized that exceptions to desired actions can be anticipated in these circumstances that could require alternative action. Officers are therefore authorized, whenever reasonable, to use limited discretion to deal effectively with the situation or problem.
3. **RESTRICTIVE or PROHIBITIVE:** The terms “shall” or “shall not” or “will” or “will not” impose absolute requirements or prohibitions on officer actions. Considering that the full set of circumstances surrounding many situations confronted by officers cannot be fully predicted, such terms must be used with care and with the understanding that failure to abide by such restrictions may result in disciplinary action. Where deemed appropriate, these terms may appear in policies, procedures and rules.

V. PROCEDURE

A. Management of Written Directive System:

1. General Orders are not self-canceling but will be reviewed by the Planning Division during their scheduled year, as indicated on the orders, to determine if they should be deleted, revised or continued in their present form. General Orders shall be reviewed by the Planning Division in accordance with the review date schedule or at the request of the Chief of Police or any member of the Command Staff.
2. Indexing, Purging and Policy Review Responsibilities:
  - a) The Planning Division shall maintain an updated Index of all written directives. This updated Index shall be available electronically on the “X” Drive in the “Publications” folder.
  - b) When requesting creation, modification or deletion of a General Order, Executive Order, PD Form or other written directive, the requesting employee shall complete and submit a Request to Create New, Modify, or Delete General Orders, Executive Orders, PD Forms or other Written Directives (PD-132 form), through channels, to the Major or Executive Director or other civilian manager of the affected Service. If approved, the Major/Executive Director/civilian manager shall forward the PD-132 and any attachments to the Planning Division which will prepare the final document(s) and submit them in final form, through channels, to the Chief of Police or designee.
  - c) An assigned policy writer within the Planning Division shall be responsible for initiating the review of each General Order in accordance with the scheduled review of the policy depending on its review date. The review process shall include accreditation mandates and research from available law enforcement best practices, when applicable. The policy will be revised and forwarded to a designated

Major or Executive Director or other civilian manager of the affected Service, who will identify a Subject Matter Expert to review and recommend revisions to the policy. The policy shall then be returned to the assigned policy writer for revisions. Once all recommended changes are incorporated and approved by the Subject Matter Expert *and both the Virginia and CALEA Accreditation Managers*, a revised copy of the policy will be *sent electronically by the Operations Manager of the Planning Division* to the *Senior* Command Staff for applicable review and revision.

- d) Upon completion of the *Senior* Command Staff's review and approval, each written directive shall be submitted in final form to the *Chief of Police thru the* Office of General Counsel. Upon completion of the Office of General Counsel's review, revision and approval, each directive shall be submitted to the Chief of Police or the Acting Chief of Police in the absence of the Chief of Police for review, revision, approval and final signature.

B. Distribution of Approved Written Directives:

1. All approved General Orders and Executive Orders shall be available on the Department's "X" Drive in the "Publications" folder. Upon final approval, the OIC of the Planning Division or designee shall disseminate the policy using the Directive Tracking System (DTS). Employees will receive an e-mail to read the order(s) and click on a link to read and sign for receipt of the order(s).
2. Supervisors shall review any new or updated General or Executive Orders with affected employees under their command.
3. One hard copy of the *General Order* Manual shall be maintained at each Police *Precinct* as a reference for police employees. *The Planning Division and the Police Information Desk* at Police Headquarters shall *each* maintain one continuously updated hard copy. *The* continuously updated *copy at the Police Information Desk* shall be maintained in such a location that *it is* available to all affected personnel when necessary.
4. All Police personnel shall be responsible *for* reading and signing for General and Executive Orders disseminated via the DTS. The Police Training Academy Officer-in-Charge or designee in conjunction with the Police Personnel & Recruitment Division Officer-in-Charge or designee shall ensure that all newly hired police personnel receive the appropriate directives during orientation and other related training activities. The Police Training Academy Officer-in-Charge or designee in conjunction with the Police Personnel & Recruitment Division Officer-in-Charge or designee shall also ensure that all police personnel acknowledge receipt of information regarding the Department's role, purpose, goals, policies and procedures; working conditions and regulations; and the responsibilities and rights of employees.
5. Upon electronic dissemination of a new or revised General or Executive Order, each Department member shall read and acknowledge receipt of the

directive through the DTS. The recipient of each policy shall have twenty-one (21) days from the dissemination of the directive to electronically sign for the directive through DTS.

NOTE: If an employee knows that he/she did not receive the General Order/Executive Order or has any problem with the Directive Tracking System, he/she shall contact his/her supervisor who will contact the Police Help Desk to address the issue.

## VI. FORMS

PD-132, Request to Create New, Modify, or Delete General Orders, Executive Orders, PD Forms or other Written Directives